



NATIONAL GEOSPATIAL-INTELLIGENCE AGENCY

4600 SANGAMORE ROAD
BETHESDA, MARYLAND 20816-5003

NEWS RELEASE

Public Affairs Office

Release Date: June 30, 2006

Release Number: 06-08

Contacts: Susan Meisner, 301-227-3132, susan.h.meisner@nga.mil

Marshall Hudson, 301-227-2057, marshall.a.hudson@nga.mil

ISO Standards Drive Higher Levels of Performance

BETHESDA, Md.—The National Geospatial-Intelligence Agency (NGA) has achieved a technological milestone with accomplishment of International Organization for Standardization (ISO) certifications 9001, 15000 and 27001. NGA is the first intelligence community agency to become ISO 9000 certified, first in the Department of Defense to become ISO (British standard) 15000 certified, and first in the United States—public or private—to become certified in all three (9001, 15000 and 27001).

These industry standards and their metrics program drive networks and data centers within the Enterprise Operations Directorate, which is responsible for NGA's information technology infrastructure. The E Directorate handles day-to-day systems operations and leverages technology to ensure and protect NGA's mission by operating the National System for Geospatial Intelligence.

The standards help NGA serve its customers better, give the taxpayers a better return on their money and drive NGA towards the transformation necessary to meet the threats America faces. Some of the milestones achieved along the way include:

- Developing processes, procedures and performance metrics;
- Building an internal audit program to detect defects before they reach the customer;
- Implementing a knowledge repository to standardize procedures;
- Establishing a performance management program to track customer service results; and
- Passing BSI Management Systems external audit

The ISO certifications serve as a baseline to build the improvements necessary for NGA to succeed. They contribute to a culture of continuous improvement, and help NGA develop a fully digital, self-aware, self-sustaining and self-healing infrastructure.

ISO 9001 is a set of global management standards to consistently provide services, while ISO 15000 defines requirements for an organization to deliver information technology service management for its customers. ISO 27001 is an internationally recognized structured methodology to evaluate, implement, maintain and manage information security.

NGA is a Department of Defense combat support agency and a member of the National Intelligence Community. The Agency's mission is to provide timely, relevant and accurate

geospatial intelligence in support of our national security. The term “geospatial intelligence” means the exploitation and analysis of imagery and geospatial information to describe, assess and visually depict physical features and geographically referenced activities on the earth. Geospatial intelligence consists of imagery, imagery intelligence, and geospatial information.

Headquartered in Bethesda, Md., NGA has major facilities in the Washington, D.C., Northern Virginia and St. Louis, Mo., areas with NGA support teams worldwide. Visit our Web site at <http://www.nga.mil>.

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